

## Online Video Service Viewing Webcasts: Tips & Tricks

Online Video Service as a service to our clients has developed the following tips to ensure that you'll be able to watch a Webcast without any problems.

### Checking your computer

Use the following checklist as a guide to be sure the computer you'll be using to watch the Webcast is ready.

#### 1. Be sure your computer has an up-to-date media player.

Be sure the computer from which you'll be watching the Webcast has the latest version of the Microsoft Windows Media Player or the Real Networks Real Player media players.

If your computer doesn't have a media player, or if you're not sure if it's latest version, you can download the latest version for free.

#### To download the latest version of Windows Media Player or Real Player

1. Open the Internet browser (most likely Microsoft Internet Explorer or Netscape Navigator) on the computer you'll be watching the Webcast from.

2. Depending on your browser, do one of the following:

a. In Internet Explorer, locate the **Address** bar at the top of the browser.

The **Address** bar displays the URL - that is, the address - of the current Web site. For example, if you're visiting the Seattle Times Web site, the Address bar will display the following URL: <http://www.seattletimes.com>

b. In Netscape Navigator, locate the **Location** field at the top of the browser.

The **Location** bar displays the URL - that is, the address - of the current Web site. For example, if you're visiting the Seattle Times Web site, the Address bar will display the following URL: <http://www.seattletimes.com>

3. If you're using Internet Explorer, do one of the following:

a. To download the latest version of the free *Real Networks Real One Player*, copy or type the following URL into the **Address** bar:

[http://www.real.com/realoneplayer.html?src=trial\\_redct](http://www.real.com/realoneplayer.html?src=trial_redct)

Then, click the "Download the Free Real One Player" text at the bottom right of the screen. Follow the instructions that appear.

b. To download the latest version of *Windows Media Player*, copy or type the following URL into the **Address** bar:

<http://www.microsoft.com/downloads/search.asp?>

Click the arrow from the box under "Select download" and choose "Windows Media Player" from the list that appears. (To select a list item, just move your mouse over the list item you

want and click it once. The item you selected appears in the box under "Select download," highlighted in blue.)

#### **Note**

If you're not sure what operating system the computer is using, press the **Start** button on the lower left corner of your computer screen. A menu appears. Move your mouse over the Help list item and click it once. The Help window opens. The version of the operating system you're running (for example, Windows 2000) appears in the title bar of the Help window. (The title bar is the blue bar at the top of the Help window).

Click the arrow from the box under "Select download" and choose "Windows Media Player" from the list that appears. (To select a list item, just move your mouse over the list item you want and click it once. The item you selected appears in the box under "Select download," highlighted in blue.)

Click the arrow from the box under "Select Version" and choose the version for the operating system (that is, Windows 95, Windows 98, Windows 2000, and so on) on the computer you're watching the event from.

Click the **Download Now** button at the bottom of the screen and follow the instructions that appear on the screen.

4. If you're using Netscape Navigator, do one of the following:

- a. To download the latest version of *Real Networks Real One Player*, copy or type the following URL into the **Location** bar:

[http://www.real.com/realoneplayer.html?src=trial\\_redct](http://www.real.com/realoneplayer.html?src=trial_redct)

Then, click the "Download the Free Real One Player" text at the bottom right of the screen. Follow the instructions that appear.

- b. To download the latest version of *Windows Media Player*, copy or type the following URL into the **Location** bar:

<http://www.microsoft.com/downloads/search.asp?>

Click the arrow from the box under "Select download" and choose "Windows Media Player" from the list that appears. (To select a list item, just move your mouse over the list item you want and click it once. The item you selected appears in the box under "Select download," highlighted in blue.)

Click the arrow from the box under "Select Version" and choose the version for the operating system (that is, Windows 95, Windows 98, Windows 2000, and so on) on the computer you're watching the event from.

#### **Note**

If you're not sure what operating system the computer is using, press the **Start** button on the lower left corner of your computer screen. A menu appears. Move your mouse over the Help list item and click it once. The Help window opens. The version of the operating system you're running (for example, Windows 2000) appears in the title bar of the Help window. (The title bar is the blue bar at the top of the Help window).

Click the **Download Now** button at the bottom of the screen and follow the instructions that appear on the screen.

## **2. Be sure your computer has speakers.**

Be sure that the computer you'll be using to watch the live event has speakers, so you can hear the event.

## **3. Be sure you're using a recent Web browser with up-to-date plugins.**

The computer you're using to watch the Webcast should have a recent version of either Internet Explorer or Netscape Navigator. Online Video Service recommends Internet Explorer 4.5 or above, or Netscape Navigator 4.7 or above.

To download the latest version of Microsoft Internet Explorer, open Internet Explorer, then copy or type the following URL into the **Address** bar:

<http://www.microsoft.com/downloads/search.asp?>

Select **Internet Explorer** from the list under **Top downloads**. On the Web page that appears, select the language you want and click Go. Follow the instructions that appear.

It should also have the latest plugins - that is, software programs that add features to your Web browser (such as the ability to watch movies or listen to audio from the browser). Check with your system administrator to be sure you have the correct plugins.

## **4. Be sure your office computer system's firewall won't interfere with the Webcast.**

Some computer systems have firewalls - software that protects the computers, software, and files from the outside world. Often, these also can keep you from seeing a Webcast. For information on how to clear up firewall problems, please see Real Networks documentation, here:

<http://service.real.com/firewall/index.html> and Windows Media's documentation here:

<http://support.microsoft.com/default.aspx?scid=kb;en-us:Q293214>.

# **Getting ready to watch the Webcast**

On the day of the Webcast, here are some tips to help you watch the Webcast.

## **1. Be sure you select the correct bitrate.**

Be sure to select the correct bandwidth to use to watch the Webcast. The bandwidth determines how fast your computer will be able to process the Webcast. The value of the bitrate of the Webcast you view must be lower than the value of your throughput for your connection speed. For example, if you're Internet connection is 256k, (low broadband connection for DSL) then you can only watch videos that are less than 256k. Watching videos at bitrates higher than your bandwidth can cause problems including video stuttering.

## **2. Be sure the computers you use to watch the Webcast aren't all the same Internet connection.**

If your office watches the Webcast from computers that are on the same Internet connection, the speed and quality of the Webcast will be affected. Try to watch from computers that are on different connections. The combined bitrates of all streams on one connection cannot be higher than the connection itself. For example, try to have only one or two webcasts running simultaneously in computers sharing the same connection.

**3. Be sure you're not running any other programs on the computer while you're watching the Webcast.**

Don't run any other programs (such as Microsoft Word, or Microsoft Outlook Express) while you're watching the Webcast. Running other programs will adversely affect the speed and quality of the Webcast.

**4. Be patient when you open your media player to watch the Webcast.**

When you start to watch the Webcast, it may take your computer between 20-40 seconds of video buffering to start the Webcast. This is normal. If it takes longer than a minute, make sure your address is correct, you have the most up-to-date version of your media player, and that you've selected the appropriate bitrate. In addition, other network resources may cause problems. Make sure no large file downloads, uploads, or other actions are taking up your bandwidth while attempting to view the Webcast, then try the media player again.

If you still have any problems with the Webcast, check with your system administrator. They can help you quickly identify and solve your computer problems.

Thanks, and enjoy the Webcast!